



Hospital Quarterly

Performance Profiles

Emergency Department

Far West Local Health District

July to September 2016

Broken Hill Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 5,795 patients
 Emergency presentations:² 5,260 patients

Same period last year	Change since one year ago
5,256	10.3%
4,477	17.5%

Broken Hill Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 359 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,162 patients

Median time to start treatment⁴ 16 minutes
 95th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,954 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,770 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
432	
9 minutes	8 minutes
33 minutes	41 minutes
1,189	
18 minutes	21 minutes
71 minutes	103 minutes
1,698	
25 minutes	27 minutes
100 minutes	139 minutes
1,143	
26 minutes	24 minutes
125 minutes	138 minutes

Broken Hill Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 5,795 patients

Percentage of patients who spent four hours or less in the ED 89.6%

Same period last year	Change since one year ago
5,256	10.3%
87.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

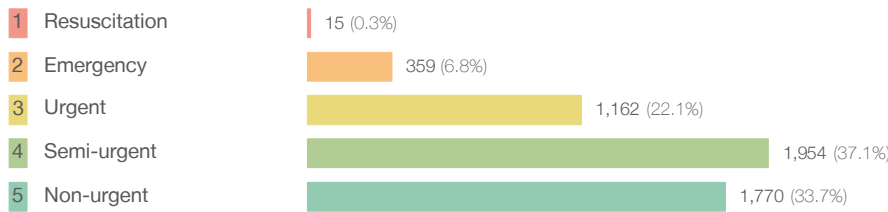
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Broken Hill Base Hospital: Patients presenting to the emergency department July to September 2016

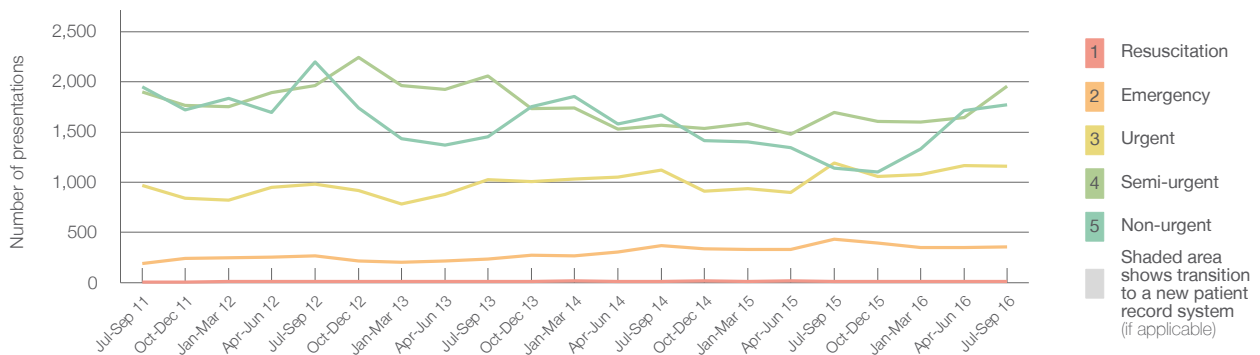
All presentations:¹ 5,795 patients

Emergency presentations² by triage category: 5,260 patients



	Same period last year	Change since one year ago
All presentations	5,256	10.3%
Emergency presentations	4,477	17.5%
1 Resuscitation	15	0.0%
2 Emergency	432	-16.9%
3 Urgent	1,189	-2.3%
4 Semi-urgent	1,698	15.1%
5 Non-urgent	1,143	54.9%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	6	11	13	14	15	15
Emergency	188	268	234	367	432	359
Urgent	969	981	1,025	1,122	1,189	1,162
Semi-urgent	1,900	1,961	2,056	1,568	1,698	1,954
Non-urgent	1,950	2,201	1,451	1,668	1,143	1,770
All emergency presentations	5,013	5,422	4,779	4,739	4,477	5,260

Broken Hill Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 670 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	669	
ED Transfer of care time		
Median time	12 minutes	0 minutes
95th percentile time	39 minutes	-5 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 2 July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 359

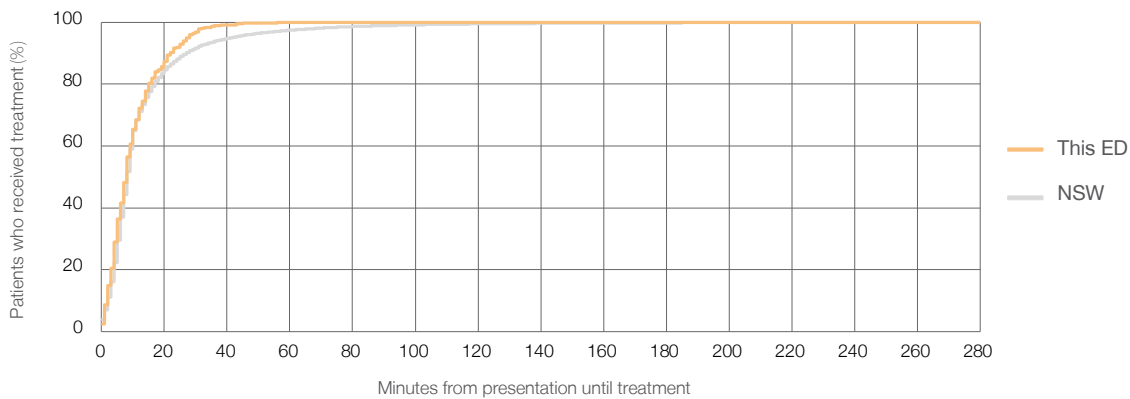
Number of triage 2 patients used to calculate waiting time:³ 356

Median time to start treatment⁴ 8 minutes

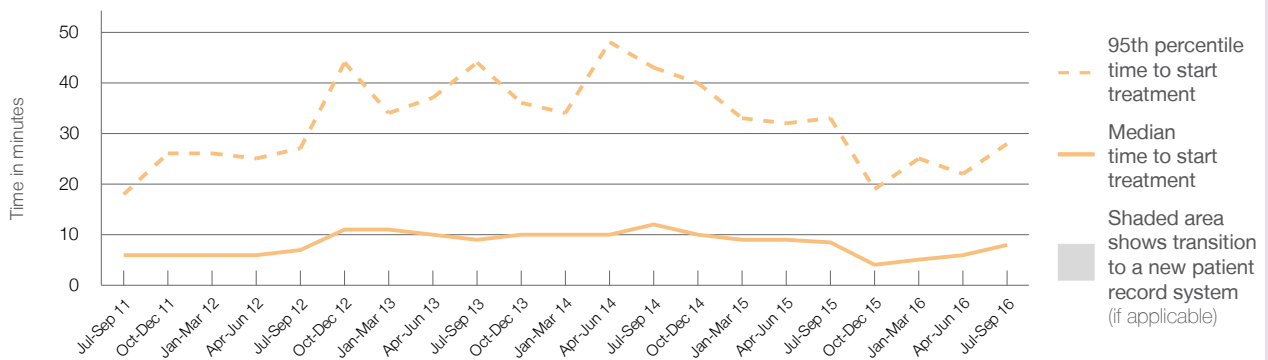
95th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
432	
424	
9 minutes	8 minutes
33 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	6	7	9	12	9	8
95th percentile time to start treatment ⁵ (minutes)	18	27	44	43	33	28

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Broken Hill Base Hospital: Time patients waited to start treatment, triage 3 July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 1,162

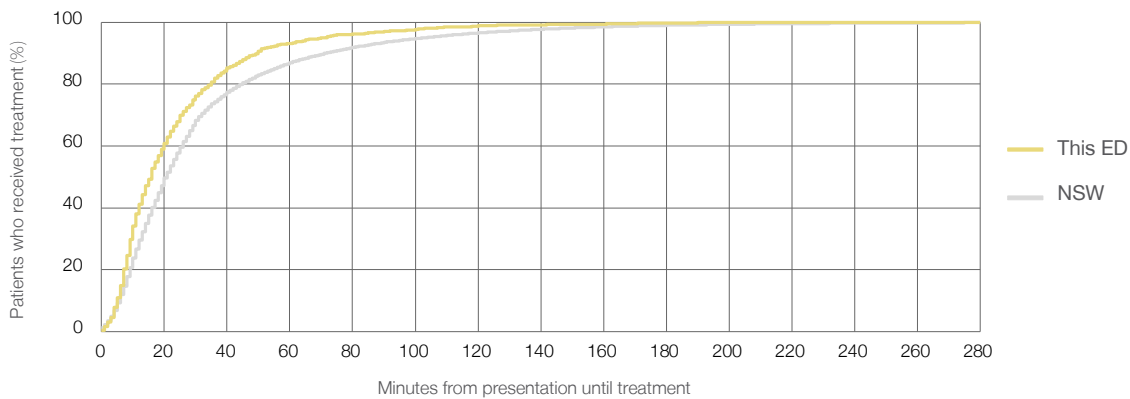
Number of triage 3 patients used to calculate waiting time:³ 1,096

Median time to start treatment⁴ 16 minutes

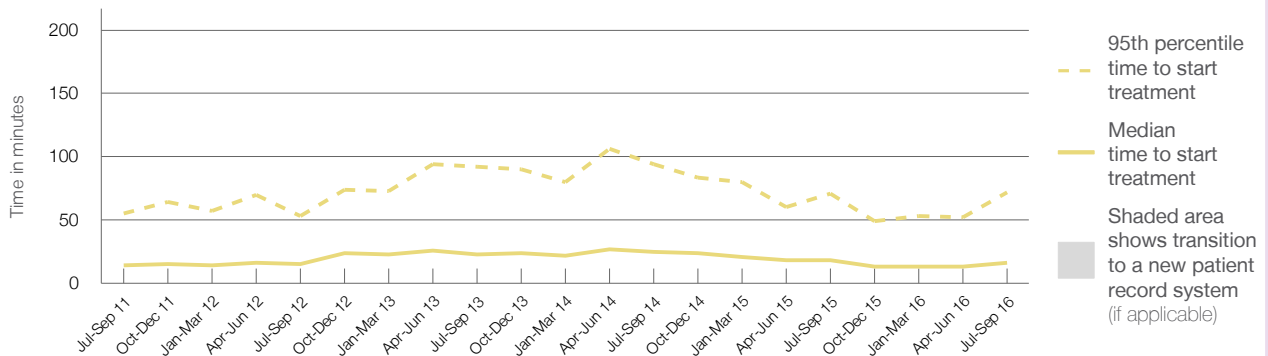
95th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
1,189	1,073
18 minutes	21 minutes
71 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	14	15	23	25	18	16
95th percentile time to start treatment ⁵ (minutes)	55	53	92	94	71	72

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Broken Hill Base Hospital: Time patients waited to start treatment, triage 4 July to September 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 1,954

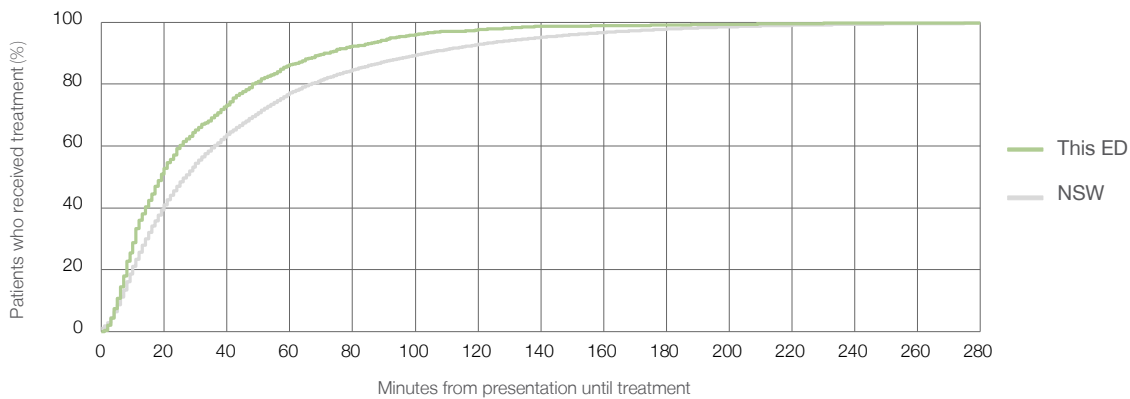
Number of triage 4 patients used to calculate waiting time:³ 1,088

Median time to start treatment⁴ 19 minutes

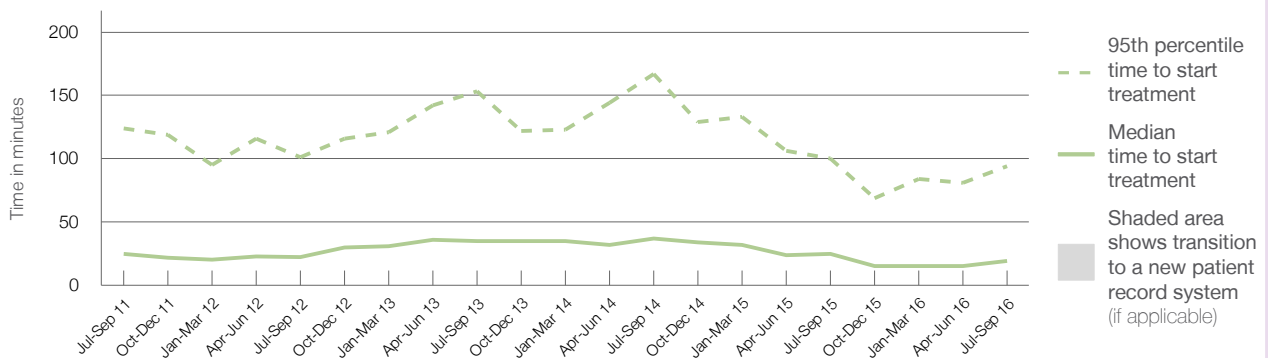
95th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,698	1,195
25 minutes	27 minutes
100 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	23	35	37	25	19
95th percentile time to start treatment ⁵ (minutes)	124	101	153	167	100	94

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Broken Hill Base Hospital: Time patients waited to start treatment, triage 5 July to September 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,770

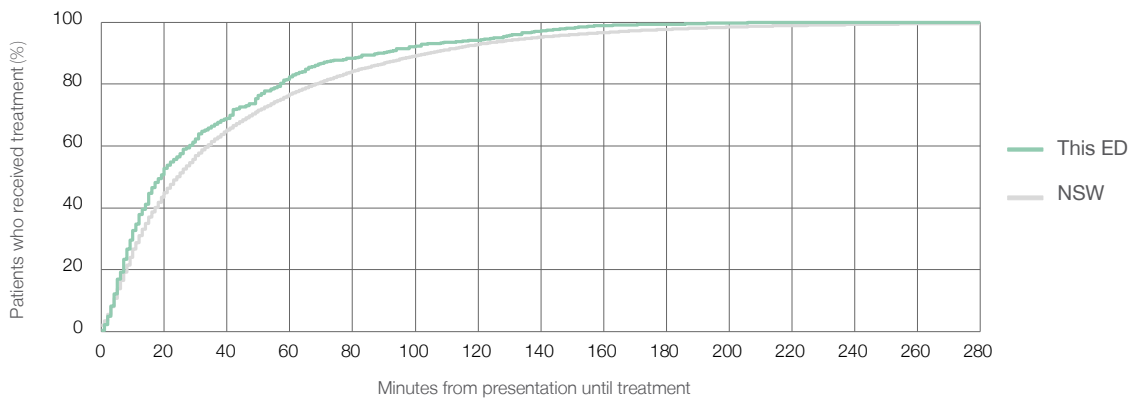
Number of triage 5 patients used to calculate waiting time:³ 483

Median time to start treatment⁴ 19 minutes

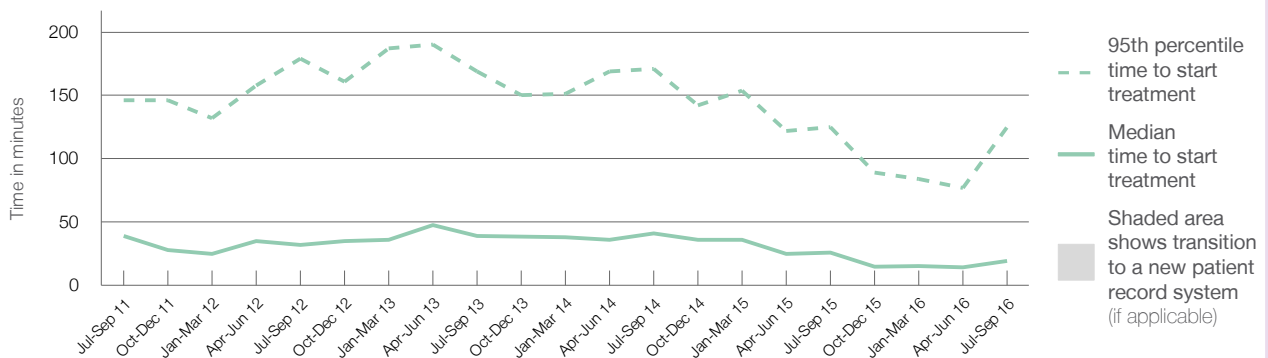
95th percentile time to start treatment⁵ 125 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,143	602
Median time to start treatment ⁴	26 minutes	24 minutes
95th percentile time to start treatment ⁵	125 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	39	32	39	41	26	19
95th percentile time to start treatment ⁵ (minutes)	146	179	169	171	125	125

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Broken Hill Base Hospital: Time patients spent in the ED July to September 2016

All presentations:¹ 5,795 patients

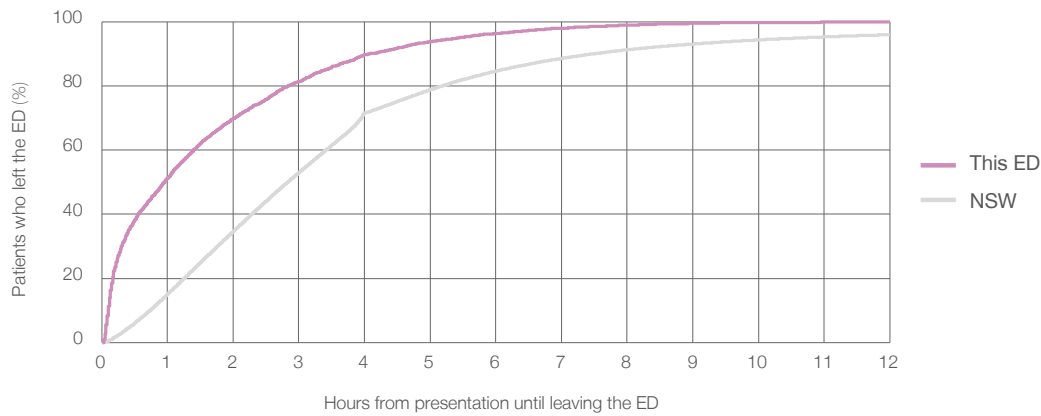
Presentations used to calculate time to leaving the ED:⁶ 5,795 patients

Median time spent in the ED⁸ 0 hours and 57 minutes

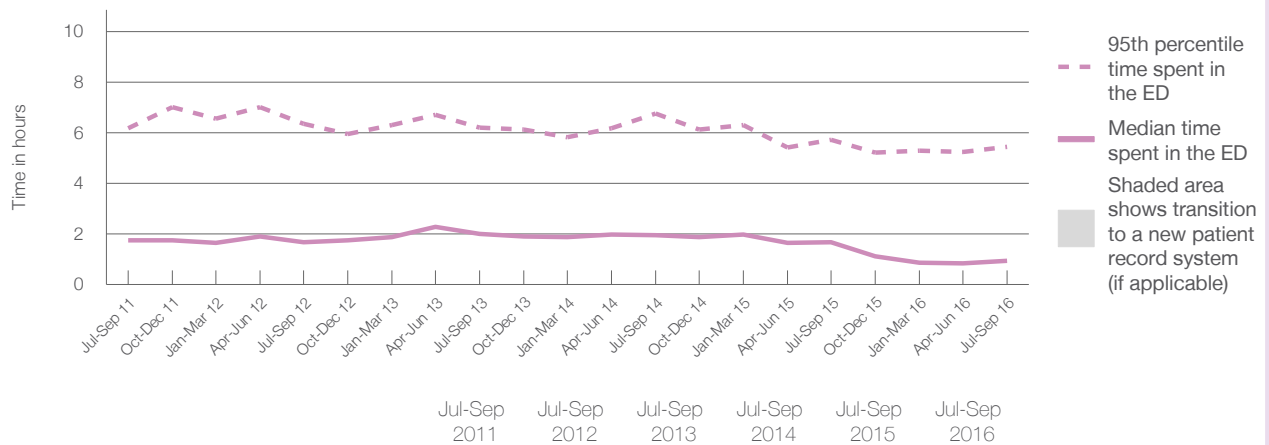
95th percentile time spent in the ED⁹ 5 hours and 27 minutes

Same period last year	NSW (this period)
5,256	5,256
1 hours and 41 minutes	2 hours and 50 minutes
5 hours and 44 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 46m	1h 41m	2h 0m	1h 57m	1h 41m	0h 57m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 11m	6h 21m	6h 12m	6h 46m	5h 44m	5h 27m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Broken Hill Base Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

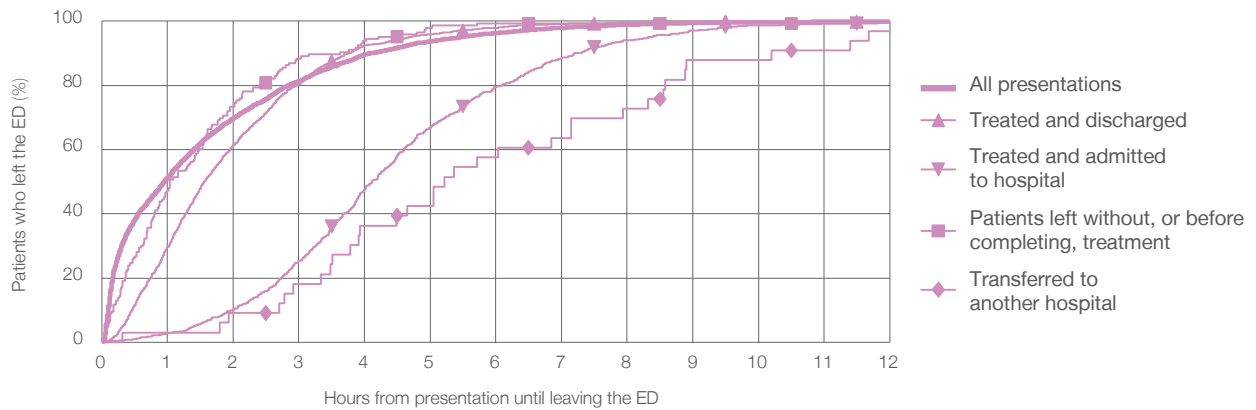
All presentations:¹ 5,795 patients

Presentations used to calculate time to leaving the ED:⁶ 5,795 patients

Treated and discharged	2,525 (43.6%)
Treated and admitted to hospital	724 (12.5%)
Patient left without, or before completing, treatment	146 (2.5%)
Transferred to another hospital	33 (0.6%)
Other	2,367 (40.8%)

Same period last year	Change since one year ago
5,256	10.3%
3,103	-18.6%
660	9.7%
181	-19.3%
19	73.7%
1,293	83.1%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	29.7%	61.3%	80.4%	92.4%	98.0%	99.6%	100%	100%
Treated and admitted to hospital	2.8%	10.1%	25.3%	47.7%	79.6%	94.1%	98.8%	99.6%
Patient left without, or before completing, treatment	47.3%	73.3%	88.4%	93.8%	99.3%	99.3%	99.3%	100%
Transferred to another hospital	3.0%	9.1%	18.2%	36.4%	57.6%	72.7%	87.9%	97.0%
All presentations	51.3%	69.7%	81.3%	89.6%	96.3%	98.9%	99.7%	99.9%

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Broken Hill Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 5,795 patients

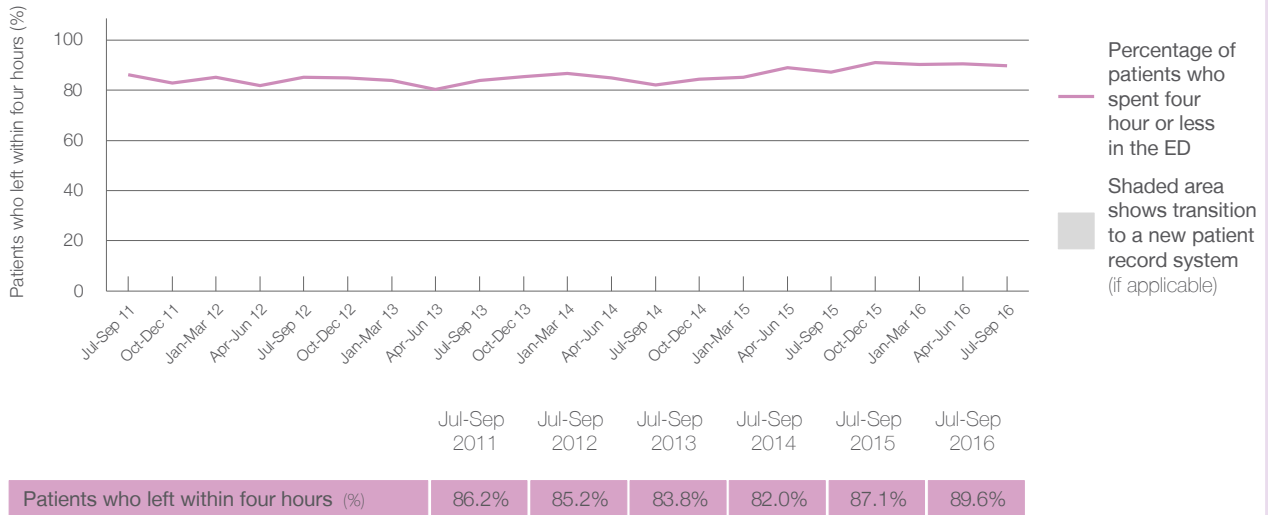
Presentations used to calculate time to leaving the ED: ⁶ 5,795 patients

Percentage of patients who spent four hours or less in the ED



	Same period last year	Change since one year ago
All presentations at the emergency department	5,256	10.3%
Presentations used to calculate time to leaving the ED	5,256	10.3%
Percentage of patients who spent four hours or less in the ED	87.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).